



VOLUNTEER PROGRAM POLICY

The Goals of the Volunteer Program

- To support the mission of TRAIL by providing effective and high-quality services
- To employ a “volunteer-first” policy, seeking a qualified volunteer to fulfill a request before contacting a professional service provider whenever possible
- To nurture and build community by developing connections among TRAIL members and volunteers of all ages
- To provide opportunities for new friendships to develop among volunteers and members as they participate in social programs, share experiences, and discover mutual interests
- To ensure volunteers have a pleasant and rewarding service experience

Our Volunteers

Our volunteers are a talented group with widely varied backgrounds. A number of TRAIL members are volunteers, and non-member volunteers are recruited from the community at large. Each is motivated by a desire to serve others and make a difference in our community.

Volunteer-First Policy

In providing services to its members, TRAIL employs a volunteer-first policy. This means we will make every effort to assign a volunteer to meet member requests, but the availability of volunteer assistance may depend on the amount of notice given, the needs of other members during the same period, the weather, and other factors. If no volunteers are available, or the service requires a professional, TRAIL will refer members to our prescreened service providers. If a member elects to go with a provider, the member contacts the provider, mentions membership in TRAIL, and contracts with the provider for payment.

General Expectations

Volunteers should adhere to the policies of the Volunteer Handbook. Working closely with the staff, volunteers are expected to:

- Attend orientation and training sessions
- Consult with staff before assuming new responsibilities
- Be prompt and reliable
- Notify TRAIL as soon as possible when unable to report for a scheduled assignment
- Protect confidential information
- Exercise good judgment
- Treat members and other volunteers with courtesy and respect
- Decline any gifts or tips that may be offered

BECOMING A VOLUNTEER

Eligibility

TRAIL invites all residents of Johnson County who share a belief in the mission of the organization to serve as volunteers. Many TRAIL members are also volunteers, but it is not necessary to become a member in order to serve. Interested persons are encouraged to call TRAIL to discuss the program with the Executive Director.

Volunteer Recruitment

TRAIL recruits volunteers in several ways, including volunteer application forms given to members, TRAIL flyers, website descriptions of the program, publicity at TRAIL events, media announcements, and word of mouth.

Service Requirements

The requirements a volunteer must complete are determined by the volunteer service to be performed.

Volunteer Service	Application	Orientation	Specialized training	Background check	MVR Motor Vehicle Record Check	Driver License and Auto insurance on file
Medical Advocacy	x	x	x	x	x	x
Rise and Shine	x	x		x		
In-Home	x	x		x		
Outdoor	x	x		x		
Tech Support	x	x		x		
Transportation	x	x		x	x	x
Member Support Specialist	x	x	x	x		

Orientations are scheduled throughout the year. Interested volunteers will be notified of these sessions in advance. These orientations are designed to give volunteers an opportunity to meet one another, learn about the program, and ask questions.

Background check

Background check consists of a complete criminal background check including a nationwide Social Security number trace and the sex offender registry. Drivers must provide proof of current auto insurance coverage and show evidence of a valid Iowa Driver's License. An Iowa Motor Vehicle Record (MVR) check will also be performed on drivers. All volunteer files are confidential.

Insurance

As a volunteer for TRAIL you are covered by our insurance while performing duties related to the conduct of TRAIL of Johnson County. Some examples of the coverage: If, as a volunteer, you cause damage or injure someone, TRAIL's liability policy will provide the coverage. If you injure yourself while volunteering, TRAIL's medical coverage will pay for your medical bills only up to the limit of insurance provided by our policy. If you are driving your own vehicle while volunteering and injure someone or damage something, your personal auto liability will provide protection for you, but TRAIL's non-owned liability coverage may come into play to protect TRAIL. TRAIL's policy will not provide coverage for physical damage to your car; therefore, you will need to rely on your own policy to take care of your vehicle. Please check with TRAIL for specific questions you have about our insurance coverage.

Privacy

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed, whether information involves a TRAIL member or another volunteer. TRAIL operates on a "need to know basis" with information shared only with TRAIL staff and volunteers who require the information to ensure appropriate care and services. Member information should not be shared outside the organization. Volunteers are required to comply with the Privacy Policy of TRAIL and sign a privacy statement.

Name badges

When volunteers have completed the screening process, they are presented with an official TRAIL volunteer badge. Volunteers are to wear these name badges when they are volunteering (providing services to members) so that they are easily identified as TRAIL volunteers.

Representation of the organization

Volunteers should not act on behalf of or make statements representing the official position of the TRAIL, unless they have been authorized to do so by the Executive Director or an officer of the Board of Directors. For example, volunteers should not make statements to the press or broadcast media without prior authorization. No volunteer is authorized to sign any agreement involving contractual or financial obligations on behalf of TRAIL.

Boundaries

Volunteers often come into personal contact with TRAIL members as they provide transportation, help with minor in-home repairs, work in yards, and offer technical expertise. TRAIL volunteers are not permitted to perform services that require personal care, such as bathing, grooming, or wound care. Such requests should be reported to the TRAIL Executive Director, who will then work with the member to discuss other support options.

Finally, while we encourage friendships to develop among members and volunteers, service requests should come through TRAIL. Volunteers should not feel obligated to fulfill every service request, even if the requesting member has become a friend.

Requesting the services of a volunteer

TRAIL asks members to request volunteer services one week in advance, if possible. This advance notice helps TRAIL find the right volunteer for the job.

Placement

Volunteers select the assignments that coincide with their particular interests, abilities and availability.

Records of volunteer service

Accurate records are important to both TRAIL and our volunteers. Records of volunteer service are used for program development, volunteer recognition, insurance coverage, budgets, and seeking foundation support.

TRAIL maintains confidential records of volunteer services rendered for each volunteer. When deemed appropriate or necessary, volunteers are encouraged to provide the Executive Director with reports on their assignments.

Volunteer support and recognition

Volunteer recognition activities will be conducted to highlight and reward the contributions of volunteers to the TRAIL's programs.

Resignation

We understand that volunteer work is not permanent. A volunteer may decide to stop volunteering at any time. We ask that you give as much notice as possible if you decide to resign or take a leave of absence from the program. To help TRAIL grow and learn from experience, volunteers are asked to participate in an informal exit interview when leaving the volunteer program.

Termination

TRAIL may dismiss a volunteer for failing to fulfill the duties of their position and/or meet the basic standards set by the organization. Grounds for dismissal may include, but are not limited to, misconduct or insubordination; being under the influence of alcohol or drugs while volunteering; theft of property or misuse of TRAIL's equipment or materials; verbal or physical abuse of members; failure to fulfill volunteer obligations; and breach of privacy.

Volunteer service at TRAIL should not be a burden. Volunteers should feel free to accept or decline particular assignments depending upon their personal schedules and commitments. Volunteers may serve on a regular or periodic basis.